Mobile Design and Dev

CSC2002 MDD ASSIGNMENT

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OVERALL ASSESSMENT OF THE CURRENT INTERFACE

STRENGTHS

1.Structured Tile Layout

2. Centralised login system

What are we doing good at?

1.The tile-based design is highly valued for its ability to provide easy and efficient access to various features, neatly organizing them for a streamlined user experience.

2. A single sign-on feature enhances the user experience by simplifying access, enabling users to log in once and seamlessly access multiple services without repeated authentication.

WEAKNESSES

1.Inconsistent User Flow

2.Potentially Overwhelming

What do we lack? What can we improve on?

1.When certain tiles direct users to external UCT web pages while others display information within the app, it can lead to an inconsistent user experience.

2. A large number of tiles without proper organization can make it difficult for users to find specific functions, leading to a sense of information overload.

SURVEY ANALYSIS & LINKAGE TO STRENGTHS:

Strengths

Tile-Based Design

Survey Feedback: User opinions were mixed; some appreciated the clarity, while others found it cluttered.

Connection: This design enables quick access to multiple features, making it a popular and well-regarded choice.

Single Sign-on

1.**Survey Feedback:** While there was no direct feedback, the lack of login issues indicates user satisfaction.

1.**Connection:** A unified login system enhances accessibility, improving the overall user experience.

Weaknesses

Inconsistency Issues

User Feedback: Concerns were raised about tiles that lead to external web services, which creates a disjointed experience.

Connection: The difference between tiles linking externally and those displaying data within the app interrupts the continuity of the user experience.

Cluttered Interface

User Feedback: Some users felt that the sheer number of tiles and the absence of clear categorization made the interface overwhelming. Many reported primarily using the app for the UCT Shuttle/Jammie Schedule.

Connection: An excessive number of tiles without adequate organization can be intimidating for users.

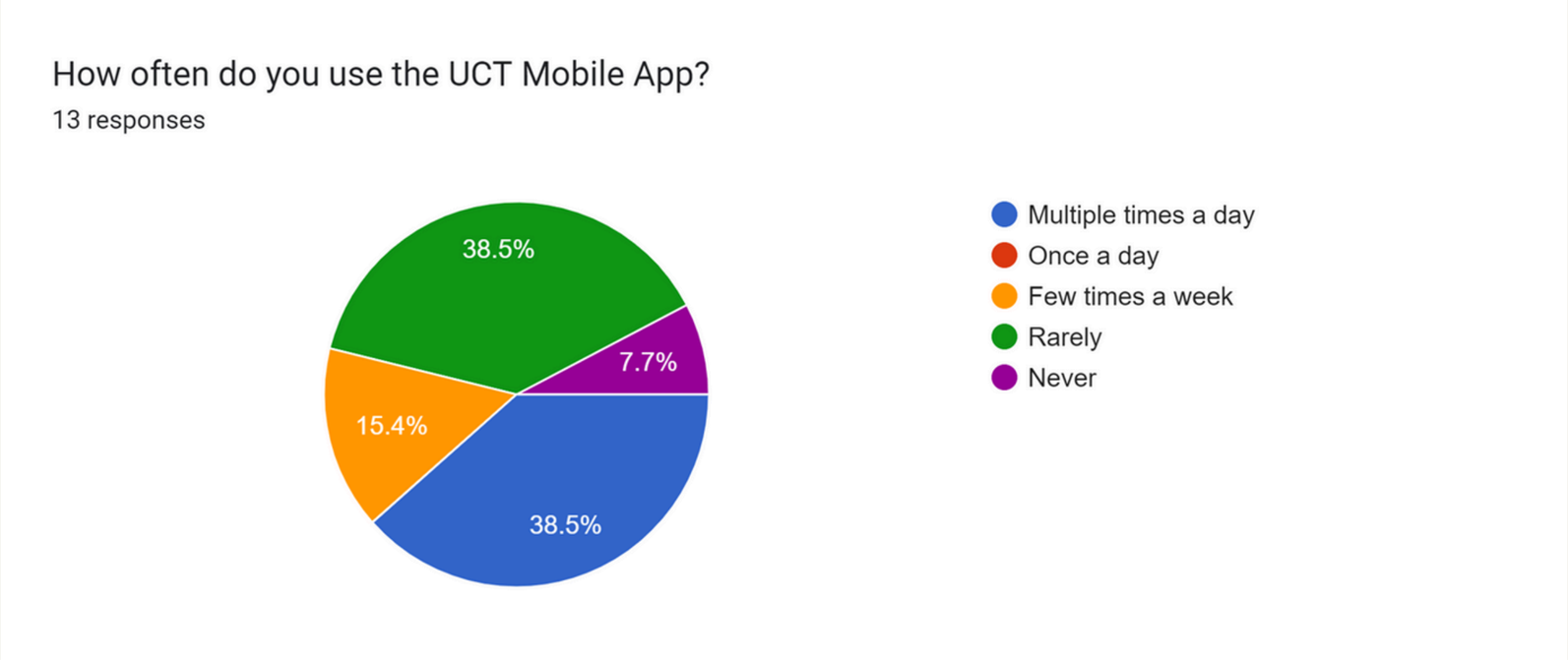
CONCLUSION ON EVALUATION

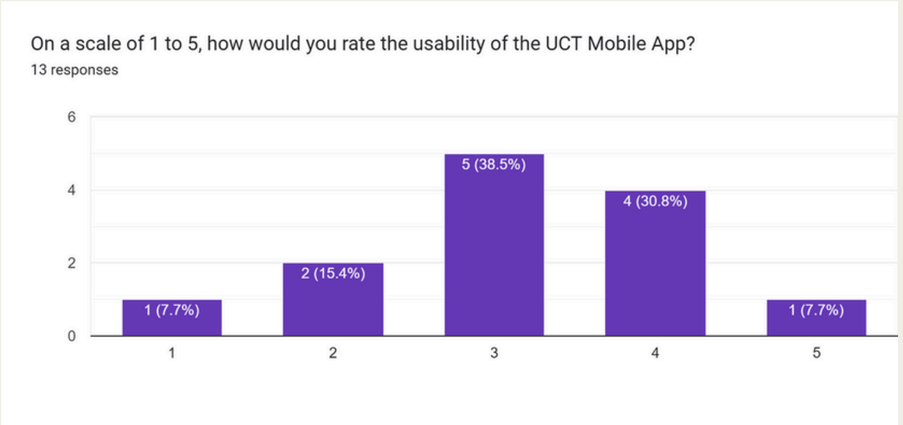
Here’s a refined version of your statement:
After evaluating the app and reviewing survey responses from UCT students, we can conclude that the UCT Mobile App demonstrates notable strengths in its tile-based design and unified login system, both of which enhance quick access and user convenience.

However, challenges related to consistency and potential design overload highlight areas for improvement. By incorporating user feedback, emphasizing sought-after features, and addressing identified concerns, we can significantly enhance the app's overall user experience and satisfaction.

SURVEY FINDINGS & INQUIRIES

GENERAL USABILITY





INTERFACE AND LAYOUT

What are your thoughts on the tile-based design of the UCT Mobile App's home screen?

13 responses

- Ah just okay
- It could use some refinements
- Its really good, clear headings
- N/A
- Good but too cluttered
- I like it
- It's okay
- It's very useful and easy to navigate but there is a lot happening.
- I think they are ok
- It is clear to see what you looking for
- Haven't paid much thought to it as I always use one tile every time I'm on the application
- Some other tiles are not useful. I only use 2 tiles which is the UCT shuttle and career service.
- It's good

INTERFACE AND LAYOUT

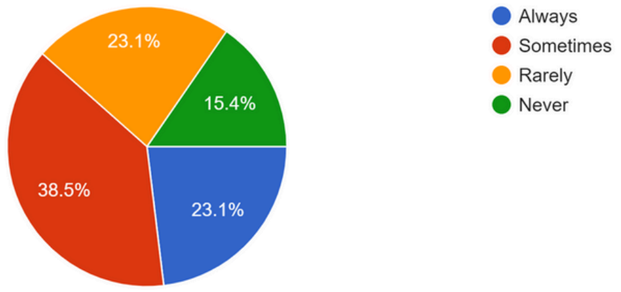
Are there any tiles or features you feel like are redundant or unnecessary?

10 responses

- No
- Yes
- Everytile that is the jammie tile
- Its too many and some lead you to a different link anyways that you could have just typed on your browse
- Not really
- The covid-19 health centre
- Yes, a lot of the tiles on the home page are unnecessary, and I've never used them. I've only used the jammie one .

Do you feel overwhelmed with the numbers of tiles/options -based design on the home screen?

13 responses



FUNCTIONALITY

Which features do you use the most in the UCT Mobile App?

12 responses

- UCT shuttle
- Jammie schedule
- Na
- UCT Shuttle
- Jammie schedule, Email, Vula
- Jammie schedule
- The Jammie Schedule tile
- Vula
- The Jammie schedule

Are there any features not currently in the app that you wish were included?

10 responses

- No
- Peoplesoft
- Not any I'm aware of
- TO-DO List feature, Events log uct career events reminder
- Virtual copy of my student card
- Maybe the loadshedding schedule on campus
- A back and next button instead of the navigation bar for back.

COMPARISON TO OTHER APPLICATIONS/ COMPETITORS

Are the any other apps or platforms you prefer to use over the UCT Mobile App for any specific functions? If so, which ones and why?

9 responses

- No
- Spotify , it orders a list of the songs I play the most at the top thus making it easier for me to make a choice on what to listen to when I'm indecisive. I get an overall personalised experience on the application.
- None I can think of
- Chrome
- Just chrome
It's seemless,no bugs nor extended loading times
- Yes, Outlook is much more convenient for emails

What features or functionalities from other apps would you like to see incorporated into the UCT Mobile app?

10 responses

- None
- None that I can think of
- To do list, events reminder
- None
Just make it more simple/user friendly
- Exam timetable link
- A calendar or schedule

FEEDBACK AND IMPROVEMENTS

How do you feel about the consistency in user experience when some tiles redirect to the UCT web services while others display data within the app?

11 responses

- The consistency becomes lost because the screen loses its layout.
- It's distracting
- I hardly notice i just look for jammie schedule
- It does not help because some of those websites are not suppot by smaller devices
- It's good
- Atrocious
- I'm happy with it
- I feel that it's inconsistent
- Its cool

Would you prefer a personalized dashboard that shows relevant information immediate logging in? Why or why not?

9 responses

- Yes, reducing the anxiety of looking for the tile you want to use, it will be easy to find what you're l for.
- Yes
- No, I don't use the app that much
- Yes, it would make me use the app more and would help me keep up with things I need to do
- Yes
- Yes
  Makes life easier
- Yes, because it's going to be much more easier to see what classes I have or assignments I have l it's personalized.

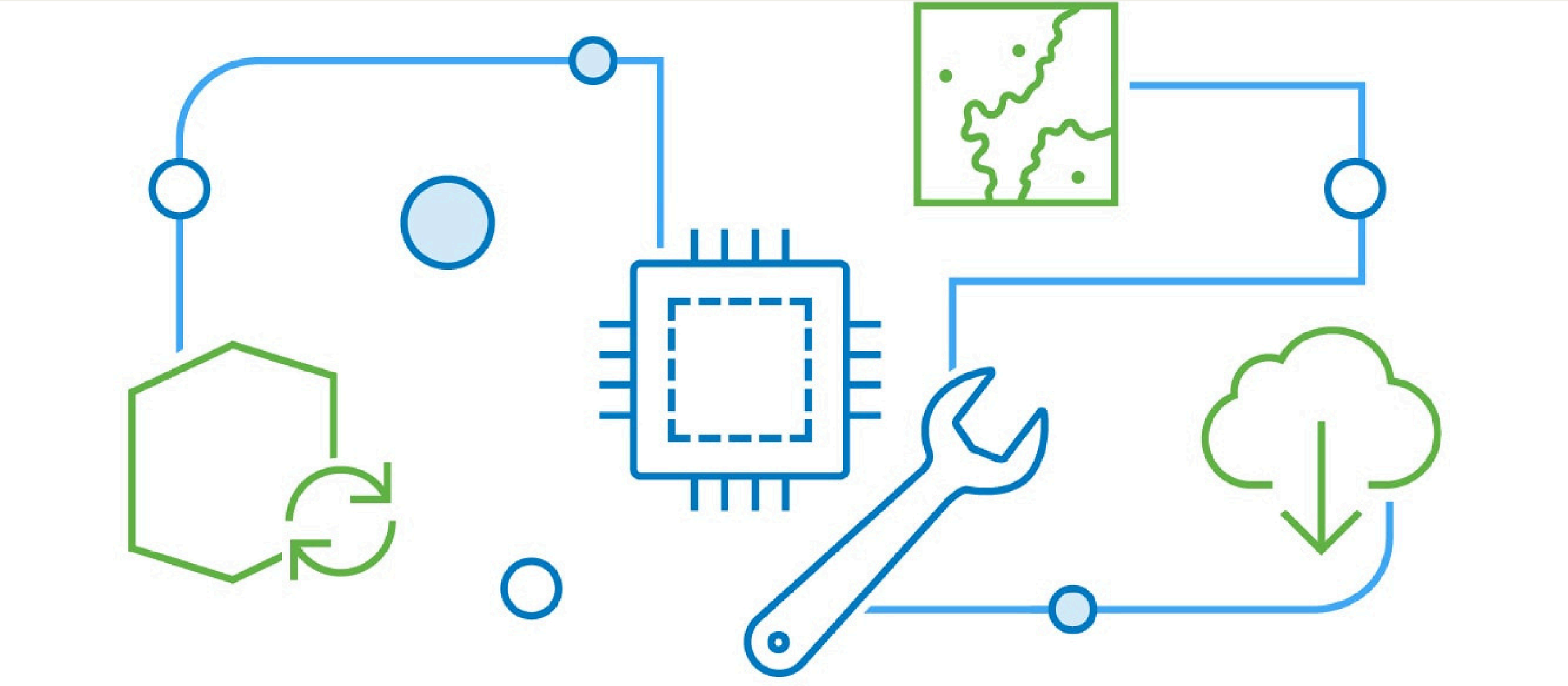
If you could change one thing about the UCT Mobile app, what would it be?

For it to show the most recently searched for tiles

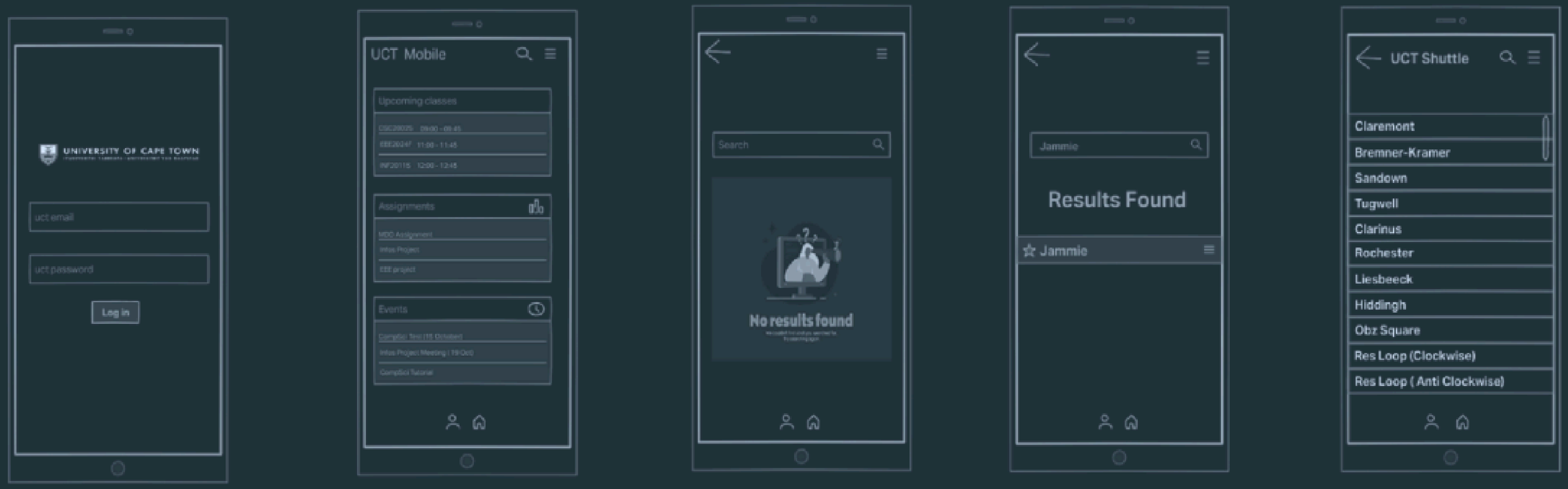
If you could change one thing about the UCT Mobile app, what would it be? / 0

Having many tiles as options to choose from in the home page,, I feel there is no need to have 80% of the tiles there.

RECOMMENDED UPDATES TO THE OVERALL INTERFACE

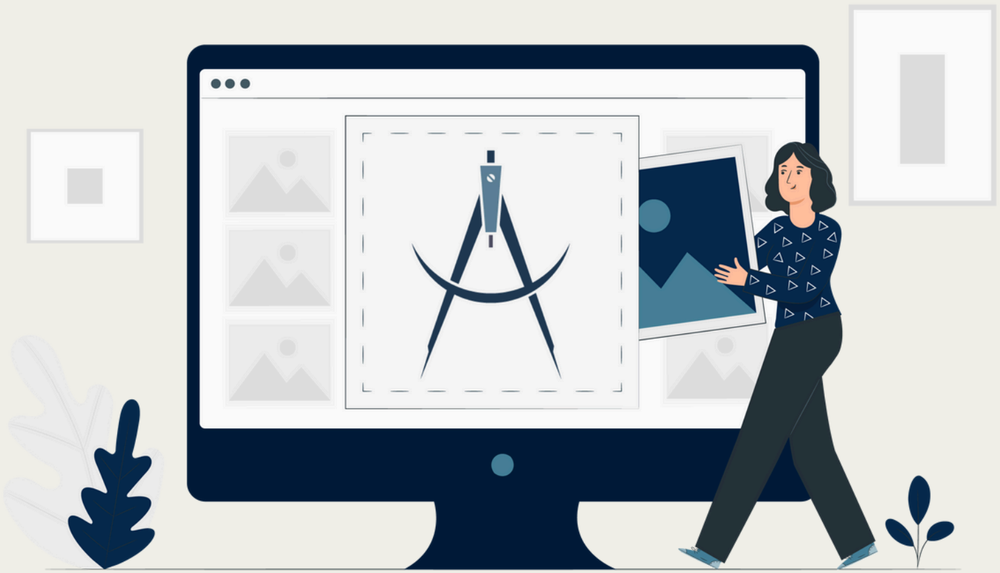


PROTOTYPE OF THE OVERALL DESIGN



DESIGN JUSTIFICATION

Consistency Focus
Gathering input from students on the consistency of their user experience — especially with some tiles linking to UCT web services while others display in-app data — has been invaluable in shaping our redesign. Survey responses revealed a range of opinions: some students found these inconsistencies disruptive, while others were less affected. This feedback has been instrumental in ensuring that the redesign effectively addresses these issues, resulting in an improved and more cohesive user experience.
The updated design adopts a uniform color palette and consistent typography throughout. The search bar is prominently placed at the top of the main screens, while interactive elements, like tiles and lists, share a cohesive layout, enhancing navigational ease.



Reducing Cognitive Load
Through the use of visually structured lists (modeled after the UCT Shuttle page) and well-organized tiles, the app minimizes cognitive load. This layout makes it easier for users to process and retain information.

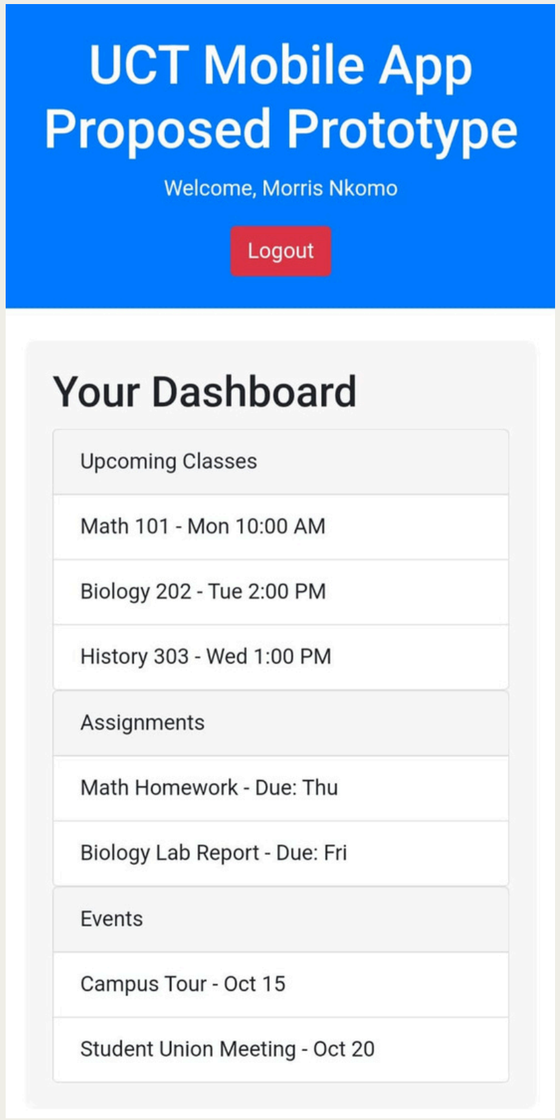
Providing Clear Closure
Sequential processes, such as logging in, are designed to provide a sense of closure, supported by smooth transitions to the dashboard. This approach reinforces completion, allowing users to move through the app with clarity and confidence.

RATIONALE FOR FEATURES AND DESIGN

FEATURE 1 : PERSONALIZED DASHBOARD

Feature 1: Personalized Dashboard
Upon logging in, students are greeted with a customized dashboard that offers an overview of their upcoming classes, assignments, and events, tailored to their individual needs.

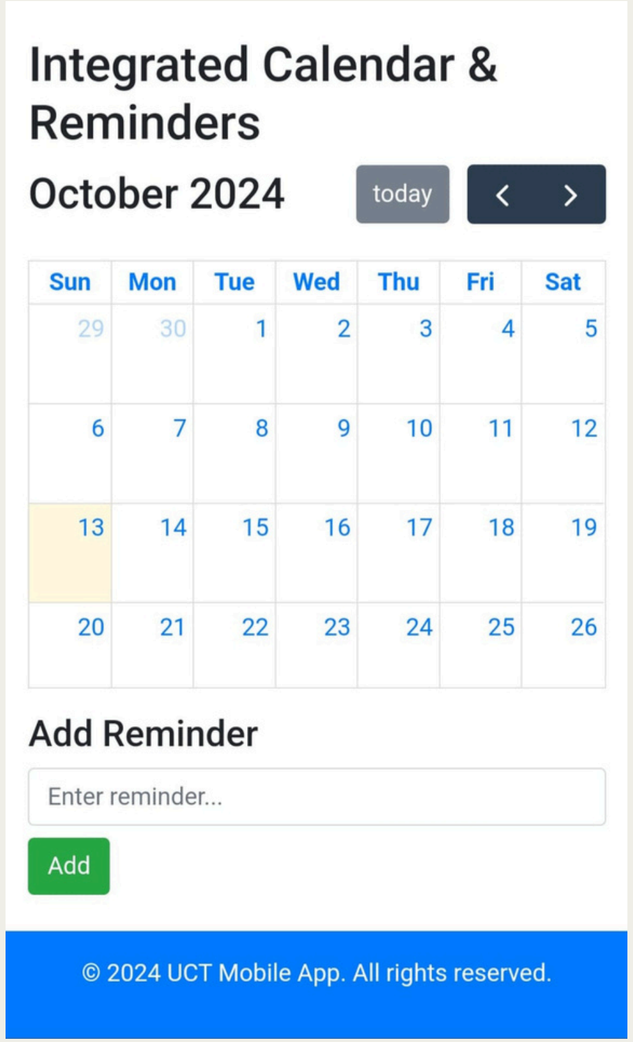
Justification: Personalizing the user experience increases both engagement and functionality. By aligning with the principle of User Control and Freedom, this design empowers students to focus on information that is directly relevant to them. Survey responses showed strong enthusiasm for a personalized dashboard, with students expressing a clear preference for a streamlined app experience.
This feedback highlights a demand for a dashboard that simplifies app interactions and allows quick access to important information. These insights have been essential in guiding the redesign, focusing on addressing past issues and creating a more user-centric, efficient experience.



FEATURE 2: INTERGRATED CALENDAR AND REMINDER SYSTEM

Feature 2: Integrated Calendar and Reminders
This feature enables students to sync their academic calendar and set reminders for assignments, exams, and events — all within the app.

Justification: A centralized calendar enhances time management and organizational skills by providing a unified platform, reducing the need to switch between separate tools. This design supports the principle of Consistency and Standards, offering students a cohesive and familiar experience. Survey feedback revealed diverse student preferences for UCT Mobile app features: while some prioritized simplicity, others expressed interest in tools like calendars, to-do lists, and event reminders. The addition of an integrated calendar and reminder system meets these varied needs, appealing to students who prioritize effective organization and time management.



HTML CSS Prototype Walkthrough

HTTPS://UCT2024PROTOTYPEAPP.WEB.APP

Thank you!